

**AMENDMENT**

**In the Claims**

Please amend Claims 1-38 as shown below.

1.-18. (canceled)

19. (previously presented) A method to manage operational effectiveness in a contact center comprising:

receiving a first indicator value representing performance that an agent of the contact center achieved while processing contacts;

receiving a second indicator value representing a result of testing the agent while the agent was detached from processing contacts;

generating an index that is a function of the first indicator value and the second indicator value; and

adjusting an operation of the contact center on the basis of the index.

20. (original) The method of Claim 19, wherein the adjusting step comprises selecting a resource to deploy in the contact center on the basis of the index.

21. (previously presented) The method of Claim 19, wherein the adjusting step comprises selecting the agent to service a contact on the basis of the index.

22. (previously presented) The method of Claim 19, wherein the generating step comprises generating the index as a function of contact center state, the first indicator value, and the second indicator value.

23. (previously presented) The method of Claim 19, wherein the index ranks each agent in a plurality of agents.

24. (previously presented) The method of Claim 22, wherein:  
the contact center state comprises a characterization of the center's rate of servicing contacts;  
the first indicator represents time-based performance of the agent; and  
the function is operative to weigh the first indicator more heavily when the contact center state is above a threshold than when the contact center state is below the threshold.

25. (currently amended) The method of Claim 22, wherein ~~the~~ the contact center state comprises a forecast based on historical data.

26. (original) A computer-readable medium having computer-executable instructions for performing the steps recited in Claim 19.

27.-33. (canceled)

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34. (previously presented) A method to select an agent from a plurality of agents of a contact center to service a contact, comprising the steps of:

producing a performance measurement for each agent in the plurality of agents in response to monitoring contact service episodes;

producing a performance predictor for each agent in the plurality of agents in response to administering a test that evaluates at least one of an innate ability and a personality trait;

generating a performance indicator for each agent in the plurality of agents based on a weighted combination of the performance measurement and the performance predictor;

ranking each agent in the plurality of agents on the basis of the performance indicator;  
and

selecting a preferred agent to service the contact on the basis of the preferred agent's rank.

35. (previously presented) The method of Claim 34, further comprising the step of determining a state of the contact center,

wherein the selecting step comprises selecting the preferred agent to service the contact according to the preferred agent's rank and the state of the contact center.

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36. (previously presented) A method to select an agent from a plurality of agents of a contact center to service a contact, comprising:

generating a plurality of performance indicators for each agent in the plurality of agents;  
computing an index for each agent in the plurality of agents using the generated plurality of performance indicators as computational inputs; and  
selecting a preferred agent to service the contact on the basis of the computed indices.

37. (previously presented) The method of Claim 36, wherein generating the plurality of performance indicators comprises:

generating a first performance indicator in response to administering an agent test via computer; and

generating a second performance indicator based on a result achieved during an agent encounter with a contact.

38. (previously presented) The method of Claim 36, wherein the computed indices predict each agent's relative contribution to the center's operational effectiveness.

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